

Adopt Section 102416.2 to read:

Post-hearing: Renumber Sections 102416.2(e), (f), and (d) to Sections 102416.2(d), (e), and (f) respectively, and Amend Sections 102416.2(d), (f), (g), (h), and (i) to read:

Post-15-day Renotice: Amend Section 102416.2 to read:

102416.2 REPORTING REQUIREMENTS

102416.2

- (a) The licensee shall report the following information to the Department by telephone or fax within the Department's next business day and during normal working hours (8am to 5pm).
 - (1) If the applicant or licensee operates a foster family home as defined in Health and Safety Code Section 1502(a)(5) or a certified family home as defined in Health and Safety Code Section 1506(d).
 - (2) Any change in household composition including adults moving in or out of the home and anyone living in the home who reaches his or her 18th birthday.
- (b) The licensee shall report to the Department any of the events as specified in Health and Safety Code Sections 1597.467(b)(1)(A) through (b)(1)(C) that occur during the operation of the family child care home.
 - (1) Medical treatment means treatment by a medical professional, as defined in Section 101152(m).
 - (2) Any child absence means any instance where a child in care is missing. For example, any child in care who wanders away from the Family Child Care Home, is lost during an outing, or does not return from school, shall be reported even if the child is later found safe.

HANDBOOK BEGINS HERE

- (3) Health and Safety Code Section 1597.467(b)(1) provides in part:

"A report shall be made to the Department . . . following the occurrence during the operation of a family day care home of any of the following events:

- (A) Death of any child from any cause.
- (B) Any injury to any child that requires medical treatment.
- (C) Any unusual incident or child absence that threatens the physical or emotional health or safety of any child."

HANDBOOK ENDS HERE

- (c) In addition to the events specified in Health and Safety Code Sections 1597.467(b)(1)(A) through (b)(1)(C), the licensee shall report the following events to the Department:

- (1) Any suspected child abuse or neglect, as defined in Penal Code Section 11165.6, of any child in care, in addition to reporting requirements pursuant to Penal Code Section 11166.
- (2) Fires or explosions occurring in or on the premises of the family child care home.
 - (A) Within 24 hours, the licensee additionally shall report to the local fire authority, or in areas not having organized fire services, to the State Fire Marshal.
- (3) A communicable disease outbreak when determined by the local health authority.
- (4) Poisonings.
- (d) The licensee shall report to the Department as provided by Health and Safety Code Sections 1597.467(b)(1) and (2).

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- (1) Health and Safety Code Section 1597.467(b)(1) provides in part:

"A report shall be made to the department by telephone or fax during the department's normal business hours before the close of the next working day following the occurrence during the operation of a family day care home of . . . the . . . events:"
- (2) Health and Safety Code Section 1597.467(b)(2) provides:

"In addition to the report required pursuant to paragraph (1), a written report shall be submitted to the department within seven days following the occurrence of any events specified in paragraph (1). The report shall contain all of the following information:

 - (A) Child's name, age, sex, and date of admission.
 - (B) Date and nature of the event.
 - (C) Attending physician's name and findings and treatment, if any.
 - (D) Disposition of the case."

HANDBOOK ENDS HERE

- (e) The written report shall be either Form LIC 624B (8/06) Unusual Incident/Injury Report – Family Child Care Home, or a letter that includes the following information, in addition to that required by Health and Safety Code Sections 1597.467(b)(2)(A) through (b)(2)(D):
 - (1) Child's date of birth.
 - (2) Child's or parent's primary language, (e.g., English, Spanish, Chinese, Russian).

- (3) Time the incident or injury happened.
 - (4) Date that the parent or authorized representative was notified their child was injured or subjected to any act of violence.
 - (5) Description of how the incident or injury happened and name of the child(ren) or adult(s) that may have been involved as well as any steps taken to prevent the incident or injury from recurring.
 - (6) Name and telephone number of any physician or other health care provider that examined the child.
 - (7) Any agency notified, person contacted, date of the contact, and the telephone or fax number of that agency or person.
- (f) As soon as possible but no later than the same business day, the licensee shall notify a child's parent or authorized representative of the injuries or acts that affect that child as specified in Health and Safety Code Section 1597.467(a).
- (1) Any injury suffered by a child in care shall be reported to that child's parent or authorized representative regardless of treatment by a medical professional.
 - (2) Reportable acts of violence include, but are not limited to, those that occur whenever any child in care is a victim of, or subjected to witnessing, others' use of great physical force resulting in bodily harm, or dangerous activity, such as illegal drug use or gunfire.

HANDBOOK BEGINS HERE

- (3) Health and Safety Code Section 1597.467(a) provides in part:

"Whenever any licensee . . . has reasonable cause to believe that a child in his or her care has suffered any injury or has been subjected to any act of violence while under the licensee's care, the licensee shall, as soon as possible, report that injury or act of violence to the parent, parents, or guardian of that child."

HANDBOOK ENDS HERE

- (g) In addition to the requirements of Health and Safety Code Section 1597.467(a), no later than the same business day, the licensee shall notify a child's parent or authorized representative of the events to be reported to the Department pursuant to Sections 102416.2(b) and (c) that affect that child.
- (h) The licensee shall keep a copy of the letter or completed LIC 624B (8/06) (Unusual Incident/Injury Report – Family Child Care Home) in the child's record for the time period specified in Section 102421(a)(1).

Authority cited: Section 1596.81, Health and Safety Code.

Reference: Sections 1502, 1506, 1596.72, 1596.73, and 1597.467, Health and Safety Code; Sections 11165.6 and 11166, Penal Code.

Adopt Section 102416.3 to read:

Post-hearing: Renumber Section 102416.3(a)(2) to Section 102416.3(b) and Amend Section 102416.3(a)(1)(F) to read:

Post-15-day Renotice: Amend Section 102416.3 to read:

102416.3 ALTERATIONS TO EXISTING BUILDING OR GROUNDS

102416.3

- (a) Prior to making alterations or additions to a family child care home or grounds, the licensee shall notify the Department of the proposed changes, including, but not limited to, the following:
- (1) Conversion of a garage (either attached or detached) into a "child care" room.
 - (2) Room additions to the family child care home.
 - (3) Installation of in-ground or above-ground swimming pools, spas, fish ponds, decorative water feature, fountains or other bodies of water.
 - (4) Construction of exterior decks or porches.
 - (5) Construction of play equipment including swing sets/climbing structures.
 - (6) Any change from an area of the family child care home previously identified as "off limits" to an area where care and supervision will be provided to children in care.
- (b) The licensee shall provide the Department with a copy of an inspection report when an inspection is required by the local building inspector as a result of the alteration, addition or construction.

Authority cited: Section 1596.81, Health and Safety Code.

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Amend Section 102419 to read:

Post-hearing: Amend Sections 102419(d), (e), and (e)(1) to read:

Post-15-day Renotice: Amend Section 102419 to read:

102419 ADMISSION PROCEDURES AND PARENTAL AND
AUTHORIZED REPRESENTATIVE'S RIGHTS (Continued)

102419

- (c) The licensee shall provide to the parent or authorized representative the LIC 995E (8/02 6/05), Caregiver Background Check Process form. (Continued)
- (d) At the time of acceptance of each child into care ~~and for all children in care on August 7, 2002~~, the licensee shall provide the child's parent or authorized representative with a copy of the notice ~~form~~ Family Child Care Home Notification of Parents' Rights, LIC 995A (8/02 8/06), Family Child Care Home Notification of Parents' Rights, and the Caregiver Background Check Process, LIC 995E (6/05), Caregiver Background Check Process form and the Family Child Care Consumer Awareness Information, LIC 9212 (10/05).
- (1) The licensee shall request the child's parent or authorized representative to sign and date the bottom portion of the notice form LIC 995A (8/02 8/06), which acknowledges that the parent or authorized representative has received and read the LIC 995A. The bottom portion of this form must be kept in the child's file as proof that the parent or authorized representative has been notified of his or her rights and received a copy of the Caregiver Background Check Process, LIC 995E (08/02 6/05), Caregiver Background Check Process form and the Family Child Care Consumer Awareness Information, LIC 9212 (10/05). (Continued)
- (g) If a child's parent or authorized representative refuses to sign the LIC 995A (8/02 8/06), a dated notation to that effect, containing the parent or authorized representative's name and telephone number, shall be kept in the child's record.
- (h) The licensee shall provide a copy of the Department issued Addendum to Notification of Parent's Rights (Regarding Removal/Exclusion) (LIC 995B Rev (05/03)), sent by the Department, that is still in effect, to one parent or authorized representative of every child when the parent or authorized representative arranges for child care services or on the first day the child receives care, whichever is first. (Continued)
- (2) The licensee may provide the parent or authorized representative with the Family Child Care Home Explanation of Removals/Exclusions and Reinstatement, LIC 995D (5/03).
- (i) The licensee shall obtain a signed and dated receipt from one parent or authorized representative that acknowledges that he/she was given a copy of the addendum specified in Section 102419(h) and (h)(1): and

- (i) ~~The licensee shall~~ maintain copies of the signed and dated receipt required in Section 102419 (i) in each child's file record for the time period specified in Section 102421(a)(1).
- (j) Copies of the signed receipt shall be ~~made~~ available to the Department ~~upon request~~ as provided in Section 102391(d).

Authority cited: Section 1596.81, Health and Safety Code.

Reference: Sections 1596.72, 1596.73, 1596.853, 1596.857, 1596.859, ~~1596.872,~~ 1596.874, 1597.07, 1597.30, and 1597.56, Health and Safety Code.

Amend Section 102423 to read:

Post-hearing: Amend Section 102423 to read:

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102423 PERSONAL RIGHTS (Continued)

102423

(b) ~~The licensee shall give authorized representatives of children in care a consumer education and awareness handout. The Department shall provide this handout and distribute it to licensees.~~

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Reference: Sections ~~1596.81(b) and~~ 1597.30, Health and Safety Code.

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102423 PERSONAL RIGHTS (Continued)

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Authority cited: Section 1596.81, Health and Safety Code.

Reference: Sections ~~1596.81(b) and~~ 1597.30, Health and Safety Code.

UNUSUAL INCIDENT/INJURY REPORT - FAMILY CHILD CARE HOME

1. FACILITY LICENSE NUMBER:		2. LICENSEE NAME:			
3. FACILITY NAME:		4. FACILITY ADDRESS:			

5. Name of Child(ren) Involved	6. Birth Date/Age	7. Sex M / F	8. Admission Date	9. Primary Language	10. Date/Time of Incident/Injury

11. EVENT REPORTED TO THE DEPARTMENT (CHECK ALL THAT APPLY)

- a. ☐ Death of any child from any cause.
- b. ☐ Any injury to a child that requires treatment by a medical professional.
- c. ☐ Any child absence meaning any instance where a child in care is missing.
- d. ☐ Any suspected child abuse or neglect of any child in care. (Must also be reported to local law enforcement or Child Protective Services.)
- e. ☐ Fires or explosions in or on the premises of the family child care home.
- f. ☐ A communicable disease outbreak when determined by the local health authority.
- g. ☐ Poisonings
- h. ☐ Other incident that threatens the physical or emotional health and safety of any child.

12. DESCRIBE WHAT HAPPENED:

13. BRIEFLY DESCRIBE THE INJURY, IF ANY:

14. DESCRIBE STEPS TAKEN TO PREVENT THIS INCIDENT OR INJURY IN THE FUTURE:

15. NAME OF PHYSICIAN OR OTHER HEALTH CARE PROVIDER, IF APPLICABLE:

16. PHYSICIAN OR HEALTH CARE PROVIDER TELEPHONE NUMBER:

()

17. NAME AND TELEPHONE NUMBER OF PARENT(S) OR AUTHORIZED REPRESENTATIVE:

18. DATE THE PARENT/AUTHORIZED REPRESENTATIVE OF THE AFFECTED CHILD WAS NOTIFIED:

19. Agency(ies) Notified	20. Name of Person(s) Contacted	21. Date	22. Telephone or Fax
<input type="checkbox"/> State Child Care Licensing			()
<input type="checkbox"/> County Child Care Licensing			()
<input type="checkbox"/> Child Protective Services			()
<input type="checkbox"/> Law Enforcement			()

23. LICENSEE SIGNATURE	24. TELEPHONE NUMBER. ()	25. DATE:
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(TO BE COMPLETED BY DEPARTMENT)

Date report received in Licensing Office: _____ Date report reviewed and logged : _____

EVALUATION OF REPORT:

Follow up inquiry required

☐ Yes ☐ No

Investigation required

☐ Yes ☐ No**REFERRED TO:**

- ☐ Licensing Program Analyst
- ☐ Licensing Unit Manager/Sup
- ☐ Regional/Program Manager

Date Reviewed: _____

Date Reviewed: _____

Date Reviewed: _____

Case Management Visit

☐ Yes ☐ No

Other _____

DISPOSITION:

UNUSUAL INCIDENT/INJURY REPORT - FAMILY CHILD CARE HOME

EVENTS THAT MUST BE REPORTED TO PARENTS/AUTHORIZED REPRESENTATIVES AND/OR THE DEPARTMENT:

- A. No later than the same business day, notify a child's parent or authorized representative of the events listed in #11 that affect that child.
- B. Within the next business day, notify the Department by telephone or fax of the events listed in #11.
- C. If reported to the Department by telephone, submit written report within 7 calendar days of the event.
- D. Keep a copy of the report submitted to the Department in the (affected) child's record.

GENERAL INSTRUCTIONS FOR COMPLETION

1. Enter the facility number as shown on the license
2. Enter the licensee's name as shown on license.
3. Enter the name of the facility as shown on the license.
4. Enter the number and street address, city, and zip code.
5. Enter the first and last name of each child involved in the incident or injury.
6. Enter the child's age or the month, date, and year of birth.
7. Enter the gender of each child as M for Male or F for Female.
8. Enter the month, date, and year each child was accepted into the family child care home.
9. Enter the language that the child or parent speaks (*i.e., English, Spanish, etc.*).
10. Enter the month, date, year and the time of day that the incident or injury happened.
11. Event to be reported:
 - a. Check if any child has died from any cause.
 - b. Check if a child was injured, and the injury required treatment by a medical professional.
 - c. Check if a child in care leaves or wanders (is missing) from the facility without permission or supervision, including when a child is missing during any outing or special event away from the facility, or a child does not return from school.
 - d. Check if it is suspected that a child has been abused or neglected.
 - e. Check if there is a fire or explosion in or on the premises of the family child care home.
 - f. Check if there is a communicable disease outbreak when determined by the local health authority.
 - g. Check if any child is poisoned while in care.
 - h. Check if there is some other incident that threatens the physical or emotional health and safety of any child.
12. Describe what happened. Be specific. Include name of person(s) involved in or suspected of causing the injury.
13. Include medical findings and treatment.
14. Describe how this incident or injury will be prevented in the future.
15. Enter the first and last name and title of the physician or other health care provider providing care to child, if known.
16. Enter the area code and telephone number of the physician or other health care provider.
17. Enter the name(s) and telephone number of the child's parent(s), or authorized representative(s).
18. Enter the month, date, and year that the child's parent(s) or authorized representative(s) were notified.
19. Check one or more of the agencies notified of the incident or injury.
20. Enter the name of the person (*for each agency*) with whom you spoke when reporting the event.
21. Enter the month, day, and year next to the agency person's name that was contacted.
22. Enter the area code and telephone or fax number of the agency contacted.
23. Enter your signature here.
24. Enter your area code and telephone number.
25. Enter the month, date, and year this report is signed.

FAMILY CHILD CARE HOME NOTIFICATION OF PARENTS' RIGHTS

PARENTS' RIGHTS

As a Parent/Authorized Representative, you have the right to:

1. Enter and inspect the family child care home without advance notice whenever children are in care.
2. File a complaint against the licensee with the licensing office and review the licensee's public file kept by the licensing office.
3. Review, at the family child care home, reports of licensing visits and substantiated complaints against the licensee made during the last three years.
4. Complain to the licensing office and inspect the family child care home without discrimination or retaliation against you or your child.
5. Be notified and receive, from the licensee, a written notice that lists the name of any person not allowed in the family child care home while children are present. **(NOTE: This notice is only required when the Department has, in writing, excluded someone from the family child care home on or after January 1, 2001).**
6. Request in writing that a parent not be allowed to visit your child or take your child from the family child care home, provided you have shown a certified copy of a court order.
7. Receive from the licensee the name, address and telephone number of the local licensing office.

Licensing Office Name: _____

Licensing Office Address: _____

Licensing Office Telephone #: _____

8. Be informed by the licensee, upon request, of the name and type of association to the family child care home for any adult who has been granted a criminal record exemption, and that the name of the person may also be obtained by contacting the local licensing office.
9. Receive, from the licensee, the Caregiver Background Check Process form.
10. Be informed, by the licensee, that the facility has or does not have liability insurance (or a bond) that covers injury to clients due to the negligence of the licensee or employees of the facility.

NOTE: CALIFORNIA STATE LAW PROVIDES THAT THE LICENSEE MAY DENY ACCESS TO THE FAMILY CHILD CARE HOME TO A PARENT/AUTHORIZED REPRESENTATIVE IF THE BEHAVIOR OF THE PARENT/AUTHORIZED REPRESENTATIVE POSES A RISK TO CHILDREN IN CARE.

LIC 995A (8/06)

(Detach Here - Give Upper Portion to Parents))

ACKNOWLEDGEMENT OF NOTIFICATION OF PARENTS' RIGHTS (Parent/Authorized Representative Signature Required)

I, the parent/authorized representative of _____, have received a copy of the "FAMILY CHILD CARE HOME NOTIFICATION OF PARENTS' RIGHTS", the CAREGIVER BACKGROUND CHECK PROCESS and the FAMILY CHILD CARE CONSUMER AWARENESS INFORMATION form from the licensee.

Name of Family Child Care Home

Signature (Parent/Authorized Representative)

Date

NOTE: This Acknowledgement must be kept in child's file and a copy of the Notification given to the parent/authorized representative.

FAMILY CHILD CARE HOME EXPLANATION OF REMOVALS/EXCLUSIONS AND REINSTATEMENT

EXCLUSION:

By law, licensees and adults who live or work in a Family Child Care Home must have a criminal background check. They must submit fingerprints and have their name checked against the California Child Abuse Central Index. If the Department removes or excludes an individual, for any reason, the licensee may request a review of the Department's decision if they want the person to continue to be present in the Family Child Care Home. In many cases, an individual may not be present or work in the Family Child Care Home while the Department conducts the review. If the licensee chooses not to request a review the individual may do so.

The Department of Social Services has the authority to remove or exclude a person from a Family Child Care Home if the Department finds that a person has:

- a) Been convicted of certain serious crimes that are by law non-exemptible.
 - These convictions are considered so serious that the person must not be present in the Family Child Care Home when child care children are present and they are not permitted to obtain an exemption, or
- b) Been convicted of a felony or certain specified misdemeanors.
 - The licensee will be instructed not to permit the person to be present in the home any time child care children are present. The licensee or the individual, may request an exemption. If an exemption is granted the person will be permitted back into the home, or
- c) Been convicted of a misdemeanor, and
 - The person poses a risk to child care children because of the seriousness, recency, and/or pattern of the crime. The licensee or the individual, may request an exemption. If an exemption is granted the person will be permitted back into the home, or
- d) Been found, after a licensing investigation, to have committed an improper act, and
 - The improper act causes the licensing department to believe the person may pose a risk to child care children. The excluded person may appeal, and has a right to a hearing.

The decision to remove or exclude a person is based on confidential information reported on his or her criminal record or based on a thorough investigation by the Department of Social Services.

EXEMPTION:

An individual who has been convicted of a crime (other than a minor traffic violation) is disqualified from holding a license or being present in a licensed Family Child Care Home unless the individual is granted a criminal record exemption by the Department.

The law permits any person convicted of a crime that the law does not classify as non-exemptible to apply for an exemption.

An exemption may be granted if the individual presents substantial and convincing evidence to support a reasonable belief that the person is of good character and is not a threat to the well being of child care children.

REINSTATEMENT:

A person has a right to appeal his or her exclusion. After review of the entire record, it may be determined that an exemption may be granted or that the excluded person does not pose a threat to children in care. In either case, the previously excluded person will be allowed to return to the Family Child Care Home (reinstated).

IMPORTANT INFORMATION FOR PARENTS

CAREGIVER BACKGROUND CHECK PROCESS CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

The California Department of Social Services works to protect the safety of children in child care by licensing child care centers and family child care homes. Our highest priority is to be sure that children are in safe and healthy child care settings. California law requires a background check for any adult who owns, lives in, or works in a licensed child care home or center. Each of these adults must submit fingerprints so that a background check can be done to see if they have any history of crime. If we find that a person has been convicted of a crime other than a minor traffic violation, he/she cannot work or live in the licensed child care home or center unless approved by the Department. This approval is called an exemption.

A person convicted of a crime such as murder, rape, torture, kidnapping, crimes of sexual violence or molestation against children **cannot by law be given an exemption that would allow them to own, live in or work in** a licensed child care home or center. If the crime was a felony or a serious misdemeanor, the person must leave the facility while the request is being reviewed. If the crime is less serious, he/she may be allowed to remain in the licensed child care home or center while the exemption request is being reviewed.

How the Exemption Request is Reviewed

We request information from police departments, the FBI and the courts about the person's record. We consider the type of crime, how many crimes there were, how long ago the crime happened and whether the person has been honest in what they told us.

The person who needs the exemption must provide information about:

- The crime
- What they have done to change their life and obey the law
- Whether they are working, going to school, or receiving training
- Whether they have successfully completed a counseling or rehabilitation program

The person also gives us reference letters from people who aren't related to them who know about their history and their life now.

We look at all these things very carefully in making our decision on exemptions. By law this information cannot be shared with the public.

How to Obtain More Information

As a parent or authorized representative of a child in licensed child care, you have the right to ask the licensed child care home or center whether anyone working or living there has an exemption. If you request this information, and there is a person with an exemption, the child care home or center must tell you the person's name and how he or she is involved with the home or center and give you the name, address, and telephone number of the local licensing office. You may also get the person's name by contacting the local licensing office. You may find the address and phone number on our website. The website address is http://ccl.dss.cahwnet.gov/RegionalOf_1829.htm

FAMILY CHILD CARE CONSUMER AWARENESS INFORMATION

Family Child Care (FCC) is provided by the home of a licensed provider for up to eight children with one adult or up to 14 children with one adult and one assistant. FCC homes provide a home like setting. Making sure that the licensed FCC homes are providing safe care is the job of the licensing agency, the parents and the provider.

HEALTH and SAFETY CHECKLIST

You should check for basic health and safety practices in the home. Your FCC Provider, by state law and regulation, must do the following:

- ☐ Get a license from the local licensing agency.
- ☐ Provide care to no more than eight children (with no more than two children under age 2) or 14 children with an assistant (with no more than 3 children under age 2).
- ☐ Make sure the home has heat in cold weather and is cool in hot weather.
- ☐ Keep detergents and cleaning products out of children's reach.
- ☐ Make sure swimming pools are fenced or have a pool cover.
- ☐ Baby gates must block stairs in facilities when children less than five years old are in care.
- ☐ Store guns, other weapons, and poisons in locked areas.
- ☐ Have an emergency plan in case of fire or earthquake.
- ☐ Keep an emergency information card on every child in care.
- ☐ Keep a fire extinguisher and working smoke alarm in the FCC home.
- ☐ Provide a smoke free environment.
- ☐ Not use baby walkers, bouncers or similar items.

WHAT SHOULD THE FAMILY CHILD CARE HOME PROVIDE?

You should get answers to these questions before placing your child in the home:

- Is the home clean and safe?
- Are there enough toys and games?
- How will my child be disciplined? (**Spanking, hitting, slapping, shaking and so forth are not permitted in licensed homes.**)
- What meals will my child be given?
- How will the food I bring be stored and prepared?
- Is there enough room (*indoor and outdoor*) for my child to play?
- What activities are planned for my child?
- How will my child be cared for when he or she gets sick?
- How many other children will be in care?
- What ages are the other children?
- What are the sleeping/napping/rest arrangements?
- How will I find out if my child is hurt or injured while in care?

DISCUSS THE FOLLOWING WITH THE PROVIDER:

- **Setting times** for arrival and pickup.
- **Bringing items** from home (*food, toys, change of diapers, change of clothes, toothbrush, infant furniture, and so forth*).
- **Providing instructions** for giving medicines or special food.
- **Providing telephone numbers** for home, work, spouse's work, doctor and neighbor.
- **Providing a list of names** and telephone numbers of people who may pick up your child.

GOOD CHILD CARE INCLUDES THESE THINGS:

- **A provider** who provides warm and loving care and guidance for your child, and who works with you and your family to make sure your child grows and learns in the best way possible.
- **A home** that keeps your child safe, secure, and healthy.
- **Activities** that help your child grow mentally, physically, socially and emotionally.
- **Your involvement** in your child's care.

WHAT ARE PARENTS' RESPONSIBILITIES?

The California Department of Social Services licenses homes to provide child care, and wants you to understand the licensing laws and the ways in which you can check the quality of care your child receives.

WHAT SHOULD PARENTS DO?

- **Ask** to see the FCC home license. Homes caring for children from more than one family must be licensed.
- **Check** the condition of the FCC home frequently. Parents have the legal right to "drop in" at any time care is being provided.
- **Know** your rights as a parent by reading and keeping the Notification of Parents' Rights form.
- **Make sure** the Parents' Rights Poster is displayed in the home.
- **Watch** how your child acts in the home.
- **Listen** to what your child tells you about the care received in the home.
- **Talk** with the provider about any problems. Inform the provider of anything in the home which could hurt your child.
- **Call or write** the licensing agency if the provider fails to fix a hazard or if you believe your child has been harmed while in the provider's care. (See "How to file a complaint")
- **Ask** to see the licensing reports on file in the home.
- **Call or visit** the licensing office and ask to look at your provider's licensing file
- **Ask** if there are any adults in the home that have a criminal background.

PARENTS OF BABIES SHOULD ENSURE THAT:

- The baby receives **good nutrition** and is fed at the proper times.
- **A stimulating environment** is provided.
- The provider gives **emotional support**, and holds the child regularly.
- The provider cares for **no more than four babies**.
- Babies are **placed on their backs** when put down to sleep or nap.

HOW TO FILE A COMPLAINT ABOUT A FAMILY CHILD CARE HOME

COMPLAINT PROCESS

1. If you think a FCC provider is breaking the licensing laws, you may file a complaint with the local licensing office. You can find the address and telephone number in the following ways:
 - the provider's license
 - your copy of the Parents' Rights Notification form
 - the telephone book under:

**STATE OF CALIFORNIA
DEPARTMENT OF SOCIAL SERVICES
COMMUNITY CARE LICENSING**

OR

**COUNTY OF _____
WELFARE OR SOCIAL SERVICES DEPARTMENT
CHILD CARE LICENSING**

- The California Department of Social Services Community Care Licensing Division's website at www.cclcd.ca.gov
2. Call or write your local licensing office and explain your complaint. Your name will remain anonymous unless you give us permission to use it. You will be notified of the results when the investigation is done.
 3. If you believe your child is being physically or sexually abused, you should also report it to your local Police Department or Sheriff's Department.
 4. Contact the local licensing office about any issues or questions you may have.
 5. To learn more about the Child Care Licensing program and services, please visit our website. There you will find child care licensing updates, regulations, and information about the child care advocate program.

WHEN YOU REPORT SUSPECTED VIOLATIONS YOU NOT ONLY PROTECT YOUR CHILD BUT ALSO PERFORM A SERVICE TO YOUR COMMUNITY.

WHAT THE LICENSING AGENCY DOES

- Visits each FCC home before issuing a license to operate.
- Does criminal background checks and child abuse index checks on all adults in the home.
- Requires tuberculosis (TB) tests of providers.
- Investigates complaints.
- Makes unannounced visits to the FCC home.
- Denies applications and revokes licenses when necessary.